

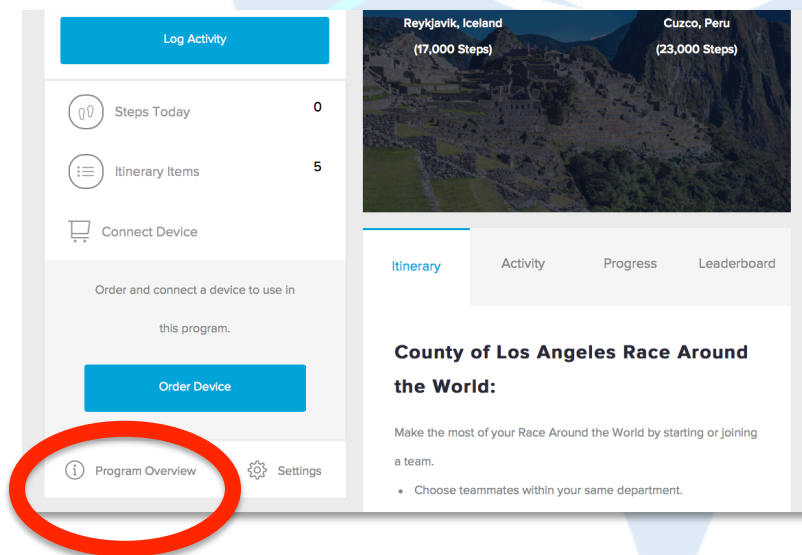
# County of Los Angeles Race Around the World FAQs

Questions are addressed in the following categories:

- General questions about County of Los Angeles' Race Around the World
- Eligibility
- Questions about the ordering the Pebble+ and syncing devices
- Questions about logging and viewing activity
- Questions about teams
- Technical questions
- Prizes
- How do I get help?

## General questions about County of Los Angeles' Race Around the World

**What's this program all about?** To get a comprehensive overview of the Race Around the World, click go to Program Overview on your program dashboard. You will see this when you first enter the Race Around the World and you can revisit it at any time by clicking Program Overview.



**How do I participate?** Every week log your movement with either your Pebble+, another fitness tracking device, or by using the self-report option. Your goal is to reach the weekly destination by completing the required number of steps. You will also want to complete each of the weekly itinerary items. If you exceed your weekly step goal, there are two extra destinations you can reach with additional steps.

## **Can I participate in Race Around the World and the Countywide Fitness Challenge at the same time?**

Yes, the Race Around the World is one of many programs that are part of the Countywide Fitness Challenge. For more information, please visit [http://file.lacounty.gov/dhr/CFC\\_2015\\_Event\\_Schedule.pdf](http://file.lacounty.gov/dhr/CFC_2015_Event_Schedule.pdf)

**Where do I go for help with this program?** If you have a question about any aspect of the Race Around the World program, you can click HELP at the bottom of your screen to access the Cafe Well support desk. You can also consider asking your team captain or departmental Wellness Manager, as they should also be able to answer some questions.

## **Eligibility**

**Who is eligible for this program?** All County of Los Angeles employees who are enrolled in County-sponsored medical plans are eligible to participate.

**Can I invite my co-worker?** If your co-worker is enrolled in one of the County-sponsored medical plans, they are eligible and can be invited.

**How do I invite my co-worker?** If you are a team captain and would like to invite your co-workers to join your team, see the Teams section. If you would like to encourage your co-workers to join this program and Cafe Well, word of mouth is very effective. Direct them to [www.cafewell.com/code/cola](http://www.cafewell.com/code/cola) or forward them a Race Around the World email.

**Can I invite my spouse or adult dependents?** At this time the Race Around the World is only eligible for County employees who are enrolled in County-sponsored medical plans.

## **Questions about the ordering the Pebble+ and syncing devices**

**How do I earn steps?** You can earn steps in three different ways:

- 1) Wear a tracking device (this program syncs with Pebble+, FitBit, and Jawbone), and your steps should upload automatically after you've synced your device.
- 2) Use the free app Map My Fitness to track your activity. After you've synced your Map My Fitness account with the Race Around the World, your steps will update automatically.
- 3) Use the Log My Activity feature to report the types of activities and minutes or steps for each day. Do NOT use the Log My Activity feature if you are already wearing a tracking device which you have synced to the Race Around the World program.

**What devices sync with Race Around the World?**

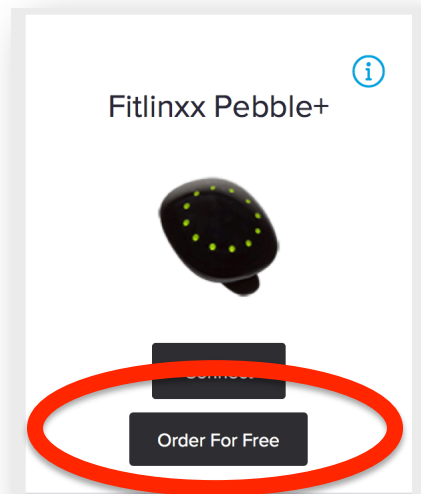
Pebble+, Jawbone, FitBit, and the free app from Map My Fitness

**What is a Pebble+?**

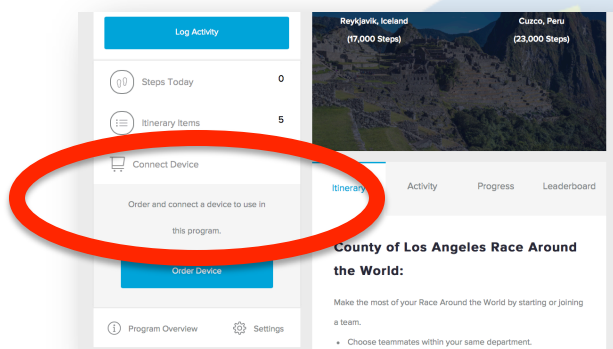
The Pebble+ is a mobile activity tracker. FitLinxx makes the Pebble+ and describes how it works in this short video. Go to: <http://www.fitlinxx.net/resource-center-videos-pebble.htm> and watch the Pebble Explainer video.

**How do I get a FREE Pebble+ tracking device?**

The Pebble+ is available to Race Around the World participants enrolled in a County-sponsored medical plan **while supplies last**. After you register for Cafe Well and join the Race Around the World, you will see the screen shot below with the Devices step. Click Order Device and follow the steps to input your mailing address and order your Pebble+.



If you skip this step you can still order your device from the Program Dashboard.



### **How long will it take to receive my Pebble+?**

Once you submit your order and receive a verification notice, you should receive your Pebble in 5-7 business days.

### **How do I get started using my Pebble+?**

Your Pebble+ will come with an insert that will tell you how to download the software required to sync your Pebble+ with your computer. If you don't have access to a computer at work or your work computer prevents installation of the software, you can use install the software on a home computer.

### **Where do I wear my Pebble+?**

There are many places the Pebble+ can be worn. Check out the Pebble Wear Options video at <http://www.fitlinxx.net/resource-center-videos-pebble.htm>

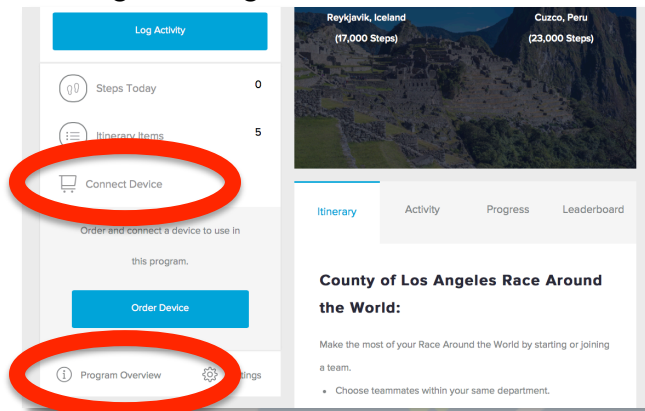
### **How do I read my Pebble+ Display?**

The lights on the Pebble+ can help you understand how close you are to reaching your activity goal as well as when you need to change your Pebble+ battery. For a better understanding of what the lights mean, watch the Pebble Display video at <http://www.fitlinxx.net/resource-center-videos-pebble.htm>

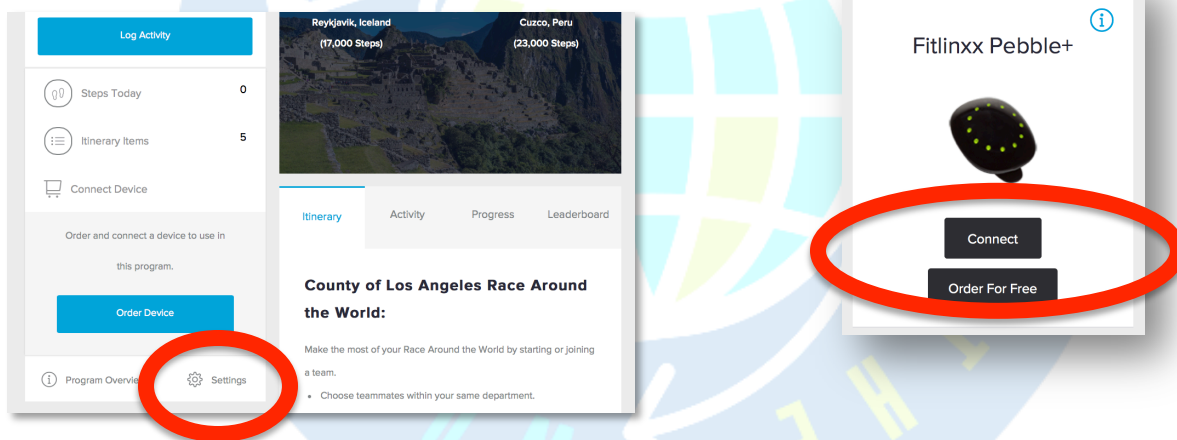
### **How do I sync my Pebble+ with Cafe Well?**

During the Race Around the World set up, you will have the opportunity to sync your device. If you do not yet have a device, you may skip this step and access it later by

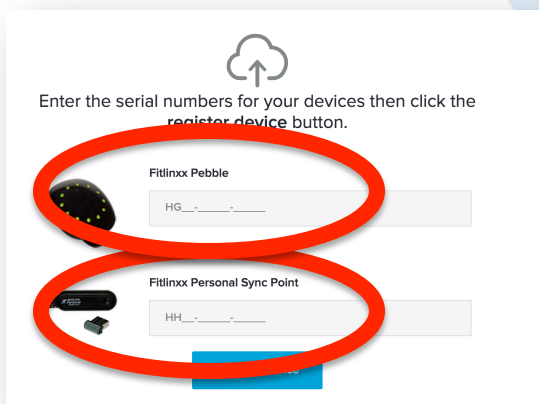
clicking on Program Overview or Connect Device.



You can also click the Settings Gear Wheel and in the Devices tab under Pebble+, click Connect.



You will be asked to input the serial numbers from your Pebble+ as well as your personal sync point. (The personal sync point will accompany your Pebble+ when you receive it and looks like a small thumb drive that you attach to your computer via USB.)



## **What if I did not receive my Pebble+ or it's not working?**

Contact: [fitlinxxsupport@cafewell.com](mailto:fitlinxxsupport@cafewell.com)

## **Do I have to use a Pebble+?**

You do not have to use a Pebble+. You may use a FitBit, Jawbone, or the free Map My Fitness app. You may also self-report your activities.

## **What if I am using an activity tracking device that is not listed?**

While other devices will not sync automatically with the Race Around the World program, you can still use them to determine your steps, and then self-report that amount.

## **Why didn't I get asked to order a Pebble+?**

The supply of Pebble+ is limited. If the Pebble+ supply is already exhausted, you will not see an option to order one. You may still participate in the Race Around the World by using another device, the free Map My Fitness app, or self-reporting your activities.

## **What do I do if my steps aren't updating?**

Steps syncing from your device to the Race Around the World may have a short delay. Double check to ensure your steps are syncing with your device website. (See the Fitbit, Jawbone, or Map My Fitness website. The Pebble+ does not have an independent website). If steps aren't updating between your device account and CafeWell, contact our Customer Support by clicking on the HELP link at the bottom of any CafeWell webpage.

## **If my steps aren't updating, is the device still recording them?**

Check to make sure your device is charged. Usually steps are still being recorded even if they haven't yet updated to the website. This means you should still have all your steps once they upload.

## **Will my Pebble+ sync to my home computer or phone?**

Your Pebble+ will only sync to your computer via the blue tooth sync point. This sync point can be used on a home computer. You can also sync your Pebble+ to an iPhone4 or above as long as its running iOS7 or greater. To learn how to sync your device to your iPhone go to <http://www.fitlinxx.net/resource-center-videos-pebble.htm> and watch the How to Offload Pebble+ to your Smartphone video.



**I switched to a new tracking device. How do I connect my new one?** If you have a new Pebble+, you will want to disconnect your existing device and then connect your new one. Go to Program Overview, click Devices, and then open the appropriate tab for the device you need to disconnect. Once you've disconnected an old device, you can connect your new one.

**What if I need to replace the battery on my Pebble+?**

The Pebble+ uses a replaceable CR2032 coin cell battery which usually has up to 12 months of battery life depending on usage and stores up to 21 days of activity depending on usage. If you need to change the battery, go to the Fitlinxx site <http://www.fitlinxx.net/resource-center-videos-pebble.htm> and watch the Pebble+ Battery Replacement video.

**Is my Pebble+ waterproof?**

Yes, the Pebble+ is waterproof to 100 ft.

**Will it work in freezing or extremely hot temperatures?**

The Pebble+ operates between -4°F and 122°F

**Questions about logging and viewing activity**

**I forgot or lost my tracking device. How can I log my activity?**

Go to the Race Around the World dashboard in CafeWell and use the self-report tool to report your activity.

**How can I see my most recent activity?**

Each week you can view your logged activity within the activity tab. Your activities will be listed out by day.

Log your activity

June 24, 2014

Walking

Steps

Log Activity

Tuesday, June 24

Monday, June 23

Sunday, June 22

Saturday, June 21

### How can I see my steps or activity logged in previous weeks?

Under the Activity tab you can see what you logged for each day that week. Go to a previous week to see past activity.

### I incorrectly logged my activity. How can I fix this or delete an entry from my activity log?

Within the activity log, delete the incorrect activity and then log a new activity amount with the correct value.

Tuesday, June 24

Steps 6,896

Calories 229

Miles 3.45

Activity log

You reported 60 minutes of Volleyball

6,896 steps

Delete

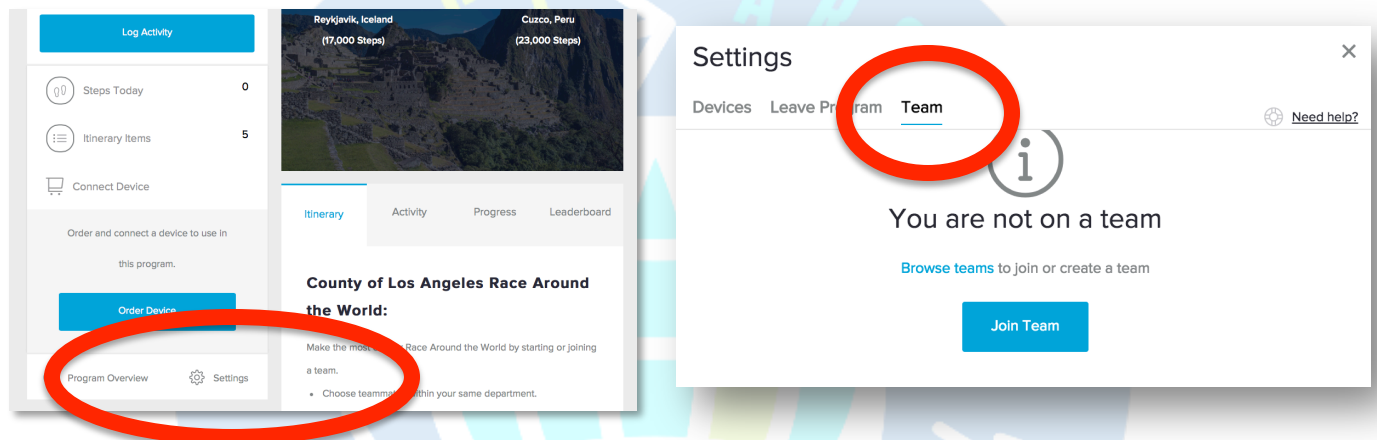


## Questions about Teams

### Team Captains

#### How do I create a team?

If you did not create your team upon entering the Race Around the World, you can click the Settings gear wheel and select “Team”.



#### How many people can I have on my team?

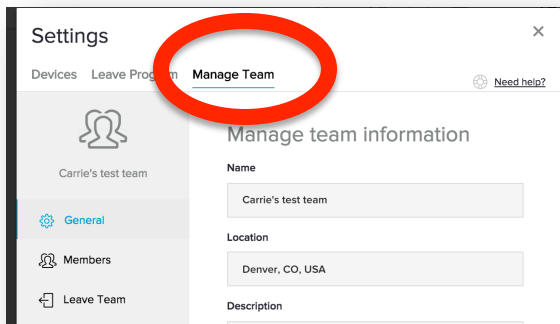
You can have up to 15 people total on your team including yourself as the team captain.

#### How do I invite people who I want to join my team?

Once you create a team, you will be asked if you want to invite people to your team. You can email them directly or tell them the team name, and they can find it in the list of teams. **All team members must be from same department.**

#### How do I manage my team?

Within the Race Around the World program, click the Settings gear wheel and then Manage Team.



## Team members

### How do I join a team?

You can join a team three ways:

- 1) Accept an invitation from your team captain
- 2) In the settings/team section click “Join Team” to join a public team
- 3) In the settings/team section click “Request to Join” to join a private team

### I’m not on a team. Can I create my own?

Yes. Either join an existing team or create your own.

### Can I join more than one team?

You are not allowed to be on more than one team.

### How can I see who else is on my team?

You can view your team in the Settings/Team section.

### How can I see my team rankings?

In the leaderboard tab, you can see everyone else on your team and how you are doing compared to him or her. You can also adjust the view to show how you are doing compared to everyone on your team and how your team is doing compared to other teams.

### How can I see my individual ranking?

In the leaderboard tab, you can see everyone else on your team and how you are doing compared to him or her.

### What if I want to leave my current team?

Go to Settings/Teams and click Leave Team.

## **Prizes**

### **What can I win as an individual participant?**

All County employees enrolled in County-sponsored medical plans are eligible for a FREE Pebble+ tracking device while supplies last. You can order this device as you join the Race Around the World. This device regularly retails for \$50.

### **What can my team win?**

The team with the most average steps for the entire program will win bragging rights across the County as the Race Around the World champions. The team with the most average steps for the program (warm-up steps are not included) within each department will also win \$30 worth of gift cards per team member. Gift cards will be for various retailers and restaurants.

### **When will the winning teams be announced?**

Winning teams will be determined after the program close and will be announced by DHR.

### **On what criteria are the winning teams based?**

Winning teams are based on average team steps, not total team steps.

### **Are there any stipulations for my team to be eligible to win?**

To be eligible, each member of the team must be within the same department, the departmental abbreviation must be listed at the beginning of the team name, and there should be no more than 15 people on the team.

### **How do I know if my team won?**

You can check the leaderboard to compare your team to all other teams within your department. (Teams within your department will have their department abbreviation at the beginning of their team name.) Winning teams within each department will be announced by your department Wellness Manager following the close of the Race. The champion team will be notified and announced via email County-wide.

### **If my team won, when will we get our gift cards?**

Gift cards will be distributed by DHR after the close of the race.

## **Technical Questions**

### **How do I download the CafeWell App?**

In your App store, search for CafeWell and then follow the instructions to download the app.

### **What operating systems does CafeWell support?**

CaféWell may be accessed on a mobile device on either the Android or iPhone platforms. Welltok will support the current operating system (OS) and the prior version.

#### **iOS**

- iOS 7
- iOS 8

#### **Android**

- Ice Cream Sandwich (4.0–4.0.4)
- Jelly Bean (4.1–4.3.1)
- KitKat (4.4–4.4.4)
- Lollipop (5.0)

### **Why doesn't the CafeWell App look like the website on my phone?**

The CafeWell app does not have the same functionality as the website so you will only see the opportunity to log your activity. Be sure you have the most current version of your operating system for the best possible user experience. The CafeWell app is not supported on older operating systems.

### **Can I log activity for Race Around the World on my home computer or tablet?**

Yes. You can access Cafe Well from any computer or tablet. Go to CafeWell.com and log in with your existing Cafe Well credentials.

### **Where do I go for help?**

#### **My question isn't in this FAQ. Where do I go for help?**

If your question is regarding the Race Around the World program, start with your departmental Wellness Manager. You can also ask our CafeWell support team by clicking HELP at the bottom of any CafeWell page and submitting your question via email. A support representative will contact you within two business days. If you have a question regarding your Pebble+, go to FitLinxx at <http://support.fitlinxx.com/>